

Objectives 2019

(Critical Success Factors and Quality) (Environmental) (Health & Safety)

Quality Objectives/CSF's

- 1. To have a target of 85% customer and consumer (inc. Wider Stakeholders) satisfaction on customer/ consumer feedback** *(this is currently being achieved on the feedback information received and is ongoing for this year and will be achieved by the operational managers and the QMER).*
- 2. To have an overall gross profit above the industry average of 15% throughout the Company** *(through the financial data which is monitored by the CFO and QMER as an ongoing basis).*
- 3. For the Company to have a target of staff satisfaction of 85%** *(this is currently being achieved on the feedback information received and is ongoing for this year and will be achieved by the operational managers and the QMER).*
- 4. To maintain and update the QMS system and maintain certification.** *(On-going, completed by the QMER and all staff).*

Environmental Objectives

- 1. To reduce paper usage by 1% each year** *(the monitoring process is being completed by the CFO and the QMER, all staff are aware)*
- 2. To recycle all used ink cartridges, IT equipment and general office waste through a waste management company** *(this continues to be done through an agreement with the building management)*
- 3. Full compliance with applicable legislation measured by zero adverse comments.** *(being managed by the QMER and all staff are aware and this will be monitored on a monthly basis)*
- 4. Monitor and reduce office electricity usage by 0.5% over a 12 month period** *(this will be monitored by the CFO through the payment of bills; usage will be controlled by the office staff.)*

Health & Safety Objectives

- 1. To ensure Health & Safety incidents are kept to a minimum** *(this is going to be achieved through the supervisory staff and appropriate training and procedures, and continued compliance with 18001 as an ongoing process)*
- 2. Investigate all accidents and near misses within 24 hours** *(all accidents investigated within 24 hrs. this will be investigated through the Client Directors)*
- 3. Ensure all staff have training on the Health & Safety system** *(this is done through the induction & orientation training and refresher training by the HR & Operations Team)*
- 4. Ensure risk assessments are completed for all sites and are up dated at least annually.** *(this is achieved through the client Directors)*